

Strategic Plan FY 2002-2004  
Activity Purpose and Measures:

Program		Community Outreach	
Activity		Information Referral Services	
Activity Purpose Statement		The purpose of the Information Referral Services Activity is to provide information, support and linkages to the general public so they can find and access appropriate services.	
Services that Comprise the Activity		Answers Please! Child Care Calendar Line Child Care Resource and Referral Services Child Find Phone Line Customer Inquiry Resolution Services Customer Response Referral Homeless Hotline Hotline for Adult Protective Services Information and Referral Services	Public Call Center Information Responses and Referrals Telephone Support Services Hotline for Adult Protective Services Information and Referral Services Phone Line for the Disabled Public Call Center Information Responses and Referrals Telephone Support Services Telephone Support Services for Latchkey Children
Activity Performance Measures (Measure & Target)		<u><b>Results:</b></u> % of callers receiving information or referrals  <u><b>Output(s):</b></u> # of individuals who make inquiries	<u><b>Demand:</b></u> # of projected inquiries  <u><b>Efficiency:</b></u> \$ per inquiries \$ per providing information and referrals
Responsible Employee(s)		Rhonda Stewart, Ricardo Lyles, & Barbara Kamara	